



# MILFORD WATER COMPANY

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Dear CUSTOMER,

As you know, Milford Water has been working with the Massachusetts Department of Environmental Protection (MassDEP) to manage the level of trihalomethanes (THMs) in our water supply. We understand that many have concerns about this issue, and we appreciate the interest and involvement of our customers. We will continue to strive to keep you as informed as possible and in August the Company sent out an “Early Notice” letter advising our customers that they would be receiving another standard public notice at the end of quarter number three (Q3) which is now attached to this cover letter. We will continue to keep you informed on our progress as we work with MassDEP to implement an interim and permanent solution to manage the levels of disinfection byproducts in our water supply, and would like to thank you for your patience and understanding as we work through this process.

Trihalomethanes are formed along with other disinfection byproducts when chlorine or other disinfectants commonly used to control microbial contaminants in drinking water react with naturally occurring organic and inorganic matter in water. In the case of Milford Water, a rise in trihalomethane levels occurred through the use of additional chlorine as part of the water treatment process.

Since then we have been working closely with MassDEP to implement a solution that will maintain THMs below the required level, and we have implemented measures in the interim to limit exposure to our customers.

Out of an abundance of caution, and in coordination with the Milford Board of Health and the Milford School Department, Milford Water has contracted with Polar Beverage to install temporary water dispensers in all Milford Public Schools. Recent test results showing THM levels at Milford schools are posted below. These dispensers will remain at the schools until the THM levels in the system meet the drinking water standard of 80ug/L.

Customers whose on-site levels test higher than 80ug/L may request reimbursement for the purchase of one faucet mount filter and one shower mount filter. Credits will be applied to the customer’s account. Customers who wish to purchase more advanced filtration systems may receive a credit equal in value to that of the two mounted filter units. Receipts may be mailed to David Condrey, Milford Water Company, 66 Dilla Street, Milford, Mass.

Milford Water has already begun its work on the installation of an additional filtration system here at the main treatment plant located on Dilla Street as an interim solution. Once operational, we expect this system – called an Activated Carbon Sandwich layer – will eliminate much of the THMs that occur as a result of the water treatment process.

The additional filtration system, which was approved by MassDEP, will be installed on two of our existing slow sand filtration units. We have completed preliminary work on the first filtration unit, the contractor has begun installation work and we expect installation to be completed before the end of October. Once the installation has been completed on the first filtration unit and it is fully functioning, we will begin installation of the second filtration unit with the goal of having it operational by mid December.

Milford Water has set a realistic timeframe for the full installation of both filters?? to be completed and functioning near the end of October and expects to see lowered THM levels during the 4<sup>th</sup> quarter. However, it is important to remember that average annualized levels may remain high because of higher readings in the first three quarters and additional standard quarterly public notices are likely to be issued until the system wide annual average is below the standard of 80 ug/L. We will continue to update our customers as things progress via our web site [www.milfordwater.com](http://www.milfordwater.com).

Meanwhile, work on a permanent solution continues under the auspices of the MassDEP and as cited in the 2009 ACO issued MassDEP a new treatment plant will be constructed and on line by May 31, 2013

While THM levels have begun to decrease compared to two previous August sample rounds, helped in part by seasonal changes that have brought cooler weather that reduces the reactivity of organic matter to the residual chlorine in the source water, the standard by which we measure acceptable levels of THMs is based on a running annual average.

We will continue to monitor THM levels in real time and update our customers on our progress. We encourage you to continue to visit our website for the most up to date information and test results.

As always Milford Water Company is committed to providing our customers with the highest quality drinking water available, and we continue to strive to improve our system and our customer service.

Sincerely,

David L. Condrey  
Manager, Milford Water Company